

	GDIT											
		Weekly		Month								
		03/13/2021	03/06/2021	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index	Weekly Report											
	# Indexes assigned (all metrics based on the workload assigned for the week)	813	964	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	96,463
	# Indexes Complete	575	664	7,387	19,428	18,302	12,446	6,719	4,116	4,208	3,309	77,032
	% Indexes Complete	71.3%	69.2%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.2%	80.5%	80.0%
	# Indexes unreachable (Max Attempts)	238	300	2,694	5,478	3,955	2,567	1,436	824	1,185	818	19,431
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	29.5%	31.3%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.9%	20.2%
	# Indexes Attempted calls (all completions + at least 1 attempt)	806	959	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	96,237
	Average time from Index Received to Index Reached	0.05:37:49	0.07:21:08	0.10:31:22	0.11:40:33	0.13:18:25	0.16:31:36	0.22:16:56	1.13:04:37	2.18:53:48	3.00:51:08	0.21:14:07
	Average Index Handle Time	0.00:16:49	0.00:15:42	0.00:13:58	0.00:13:50	0.00:13:32	0.00:13:03	0.00:14:00	0.00:13:05	0.00:12:45	0.00:14:02	0.00:13:36
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	61.0%	61.0%	63.2%	66.6%	71.8%	72.7%	72.2%	68.9%	58.1%	52.5%	67.7%
Contacts	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
	# contacts generated	1,052	1,143	13,360	39,109	48,338	36,846	21,075	14,495	9,575	6,924	191,719
	# contacts generated per Index Complete	1.8	1.7	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5
	# contacts complete	989	1,066	12,742	36,674	43,029	32,564	18,415	12,756	8,726	6,388	173,161
	% contacts complete	94.0%	93.3%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.3%
	# contacts unreachable (Max Attempts + missing phone numbers)	63	77	618	2,435	5,309	4,282	2,660	1,739	849	536	18,558
	% contacts unreachable (Max Attempts + missing phone numbers)	6.0%	6.7%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.7%
	# contact attempted (all completions + at least 1 attempt)	1,052	1,143	13,360	39,109	48,338	36,846	21,075	14,495	9,575	6,924	191,719
	Average Time from Contact Generated to Contact Reached	0.12:10:31	0.22:01:36	1.04:51:17	1.02:46:00	1.08:04:23	2.02:25:05	3.06:25:31	4.13:39:54	4.11:50:54	5.07:33:28	2.04:42:51
	Average Contact Handle Time	0.00:14:54	0.00:13:33	0.00:12:44	0.00:12:32	0.00:12:10	0.00:11:18	0.00:11:25	0.00:10:45	0.00:10:19	0.00:13:47	0.00:11:55
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	80.9%	74.3%	76.9%	76.8%	73.4%	69.9%	67.1%	64.2%	60.7%	63.1%	71.2%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.2%	98.5%	97.5%	96.9%	95.6%	95.2%	96.1%	93.0%	96.8%	94.1%	95.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.17:45:23	1.04:14:12	1.11:31:44	1.12:00:55	1.22:10:58	2.21:52:44	3.20:50:01	5.22:48:04	5.07:02:27	6.09:54:13	2.20:25:30